

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**PSA: 1**

**Provider: Legal Services of Northern California**

**Counties: Humboldt and Del Norte Counties**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 2**

**Provider: Legal Services of Northern California**

**Counties: Lassen, Mococ, Shasta, Siskiyou and Triinity**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 3**

**Provider: Legal Services of Northern California**

**Counties: Butte, Colusa, Glenn, Plumas, Tehama**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 4**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Legal Services of Northern California**

**Counties: Placer**

Optional Success  
Story(ies)/Case Summary(ies)

LSNC assisted two separate older clients who naively permitted their guests to violate the peace and quiet enjoyment of other tenants. The result of the consultations and scheduled follow-up contacts with these clients resulted in both clients voluntarily relocating to more suitable housing before legal proceedings to evict each of them proceeded.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC advocates continue to collaborate with a wide variety of elder and disability rights groups locally, statewide and nationally. Due to the confidential nature of the legal services we provide we are not always able to report with whom we are collaborating at the time we are doing so. For example, this office has collaborated in the past with the California Department of Justice, various district attorneys' offices, law enforcement and medical/social service providers on cases for our older clients.

**Provider: Community Legal, Inc.**

**Counties: Sierra, Nevada, Yuba & Sutter**

Optional Success  
Story(ies)/Case Summary(ies)

We had been getting less appointments from Sierra County, and had not been visiting when there were no appointments. This month, we visited during the most popular Senior Lunch time, we were able to make 4 new appointments for January immediately following that event.

Optional Information on  
Collaboration with Other  
Advocacy Groups

In October, we began the process of meeting regularly with the other funded partner for legal services in Yuba/Sutter Counties, Yuba Sutter Center for Legal Service for Seniors. Erin Noel met with Susan Townsend for one hour, after preparing and engaging in email correspondence. Erin also provided written follow-up. In general, Erin suggested that Susan refer clients with more significant mental health issues and TBIs, due to partnership with FREED. CL received on referral, and also referred to Senior Legal in several cases.

Our primary focus of the month was to conduct outreach to increase awareness and bring those that qualify and are in need of legal assistance into Community Legal.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Sacramento Senior Legal Services**

**Counties: Sacramento**

Optional Success  
Story(ies)/Case Summary(ies)

A woman in her late sixties received a notice from her property management company requiring the woman to comply with a provision of her lease or face adverse consequences. SLH previously represented the woman in a dispute with her property management company involving the same issue. In that prior case, an SLH attorney filed a lawsuit on behalf of the woman, arguing that the lease provision the company attempted to enforce against the woman was illegal. SLH eventually helped the woman reach a settlement with her property management company wherein the company forever exempted the woman from complying with that particular lease provision. In the present case, an SLH volunteer attorney mailed a copy of the prior settlement agreement to the woman and advised her to present the agreement to her property manager. Upon reading the settlement agreement, the property manager agreed the woman was not required to comply with the lease provision, and the matter was resolved in the woman's favor.

A woman in her early sixties was terminated from her employment, and applied for unemployment insurance benefits ("UIB"). The woman's former employer contested the woman's UIB award, and so the California Employment Development Department ("EDD") denied the woman's claim for benefits. The woman timely appealed the denial to the California Unemployment Insurance Appeals Board ("CUAB"), and appeared at a hearing before an Administration Law Judge ("ALJ"). The ALJ upheld again upheld the original denial. An SLH staff attorney reviewed the ALJ and CUIAB Board decisions, and advised the woman about steps to take to request judicial review of the CUIAB denial, allowing the woman to pursue further action if she wished.

A woman in her late sixties called SLH with a number of questions about the propriety of certain actions taken by the Residential Care Facility for the Elderly ("RCFE") in which she lived. Specifically, the woman asked whether the RCFE could increase its rates for residents with notice. An SLH volunteer attorney advised the woman about her rights. An SLH staff attorney then followed up with the woman and mailed her a number of RCFE facts sheets, thereby ensuring the woman understood her rights as an RCFE resident.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Yuba Sutter Legal Center**

**Counties: Sutter and Yuba Counties**

Optional Success  
Story(ies)/Case Summary(ies)

Legal assistance hours for the quarter include 191.75 for Sutter County and 208.00 for Yuba County (399.75 total). Legal representation hours include 23.75 for Sutter County and 19.25 for Yuba County (43.00 total). Grand total of service units for the 2nd quarter of FY 17/18 total 442.75 hours. The community education activities were two for Sutter County with 4.00 hours and none for Yuba County with 0 hours (4.00 total).
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Optional Information on  
Collaboration with Other  
Advocacy Groups

## California Legal Services (Title III B)

### PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 2

Provider: Legal Services of Northern California

Counties: Yolo

Optional Success  
Story(ies)/Case Summary(ies)

Adult Protective Services referred Bobbie to Legal Services because Bobbie's grandson was destroying Bobbie's home. Bobbie is 82 to be institutionalized for a short period of rehabilitating Bobbie's grandson began using drugs and caused significant damage to the home with his guests, who began temporarily staying at the home. The police were called to the home 37 times. The grandson also threatened Bobbie. The home was condemned by the City and was no longer habitable. LSNC filed an elder abuse restraining order to protect Bobbie and the Court ordered her grandson to move out of the home and to stay away from Bobbie. Bobbie's family is assisting her with repairs to bring the home up to code so that she can move back in.

Marnie is a 70-year old disabled adult who asked Legal Services for help after she received a lockout notice from the sheriff. She did not know she had been served with an unlawful detainer action. Her caregiver was handed the lawsuit but did not inform her. The lawsuit was based on nonpayment of rent, but Marnie gave her rent to the caregiver to pay. Legal Services filed a motion to stay and motion to set aside the judgment, both of which were granted. The client was able to settle the lawsuit and transition to a new rental that provides more assistance for disabled older adults.

Jonna is an older adult who was unable to pay her rent in her low-income apartment unit because she misplaced her payment. She has mental health disabilities and difficulty with memory and concentration. She received a three-day notice to pay rent or quit and sought help at Legal Services to avoid an eviction. LSNC determined that Jonna might have savings she was unaware of and helped facilitate access to those funds to pay the rent owed. The client accessed the previously unavailable funds, paid off the balance, and was able to keep her apartment. The property owner dismissed the eviction lawsuit because of the settlement.

Optional Information on  
Collaboration with Other  
Advocacy Groups

LSNC staff holds office hours at the following locations: Esparto: 1st Thursday of the month, every other month at RISE. West Sacramento: 4th Thursday of the month at the Senior Center, Knights Landing: As needed, 1st Monday of the month at the Center for Families; Winter: date to be determined. The RISE seniors group no longer meets so we are searching for alternate outreach opportunities in Winters. Clarksburg: As needed 4th Thursday of the month at library. Davis: 1st Monday of the month at Grace in Action (housed at the United Methodist Church).

In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration subcommittee attended by Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, supervisor Provenza's staff, Yolo Hospice, Department of Health and Human Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo county ADRC.

Legal Representation: 91.80  
234.20  
19.0  
this grant) Total Hours: 345

Legal Advice/Assistance:  
Community Education:  
Special Outreach: 0 (one activity but did not bill time to

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**PSA: 5**

**Provider: Legal Aid of the North Bay**

**Counties: Marin County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 6**

**Provider: La Raza Centro Legal, Inc.**

**Counties: City & County of San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

Monthly legal clinic with Curry Senior Center first Thursday of the month. Monthly Latino Partnership for service provider meetings and presentations to groups of service providers including caregiver alliance. Monthly Outreach Presentations on legal topics to local SRO tenants. Collaboration with EDC attorney in eviction case for elder. Quarterly elder rights bulletin with allied legal service providers - LA Raza wrote fall issue on housing discrimination.

**Provider: Nihonmachi Legal Outreach dba API Legal O Outreach Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client is an 80 year-old Jewish man who fled Iran when Ayatollahs took over in the 1970's. He went on to Paris, then New York, and eventually settled in San Francisco with his family. He supported himself and his family selling jewelry. He and his wife are primary caregivers for their two disabled adult children. APILO staff attorney, Nancy Wong, assisted Client with his fee waiver application and his very complicated travel history. Client is now a very proud US citizen.

Optional Information on  
Collaboration with Other  
Advocacy Groups

N/A

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Legal Assistance to the Elder**

**Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

We have seen several evictions from Stonestown properties owned by San Francisco State. SF State (CSU) is trying to evict many senior tenants from the old Stonestown apartments (now university Park Apartments), claiming they are exempt from the Rent Ordinance under state immunity and the exemption in RO37.2@ - when a state agency controls rent, and have been serving 60 day notices of termination without any just cause. There are about 100 units threatened by this assertion by CSU. LAE client fought back, refused to take a deal, and won her eviction trial in Superior Court when the Judge ruled that SF State is neither entitled to the state immunity nor exempt must obey the Rent Ordinance. Another tenancy save by LAE attorneys!

Optional Information on  
Collaboration with Other  
Advocacy Groups

We have a strong ongoing collaborative relationship with Adult Protective Services. They consult with us on a regular basis on landlord tenant and elder abuse issues and refer a significant number of clients to our legal staff. In many instances they continue working with our clients after the referral and facilitate our representation by providing services such as translation, transportation and emotional support. We also work with other legal services organizations and community based non-profits, providing assistance and representation when needed.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Asian Americans Advancing Justice - Asian Law Center**      **Counties: San Francisco**

Optional Success  
Story(ies)/Case Summary(ies)

Client Z is a client we have continued to serve. In our last report, we described how after our advocacy, the new owners agreed to withdraw the Three Day Notice to Pay Rent or Quit that they had served on Client Z. As a reminder, Client Z has lived in her home for more than seven years. She came to our clinic initially when at the end of July 2017, new owners bought her home and refused to accept her rent. After refusing repeatedly to accept her rent and threatening her with eviction over the phone over a three month period, the new owners served her with an eviction notice, saying that she had not paid the rent that they had refused to accept.

After the new owners withdrew the eviction notice, we thought that they understood their legal obligations and would now start accepting her rent. But they did not accept her rent. We filed a Report of Wrongful Eviction with the Rent Board, detailing what had occurred and Client Z's many, many attempts to pay rent. The new owners responded with a single sentence: "Landlord disputes tenant/occupants claims."

Although the new owners had not threatened Client Z with eviction again, Client Z continued to be very afraid that she would lose her home because of their refusal to accept her rent. Every month, Client Z would send a money order to the landlord's address, and every month, she would check and find out that none of these money orders had been cashed. This would cause Client Z significant stress, further exacerbating Client Z's chronic intestinal disability.

The new owners had not accepted Client Z's rent for August, September, October, November, December, and January. We kept the Rent Board updated with Client Z's attempts to pay rent and wondered what else we could do to force the new owners to comply with the law. We reached out to a well-known tenants' law firm for help. We helped the tenants' law firm conduct a Cantonese intake with Client Z and provided the law firm with our Rent Board petition and supporting documents. Together, the law firm and our staff drafted what would be the third cease and desist letter to the landlord's attorney. A partner at the law firm called the landlord's attorney personally and made sure he realized that the law firm was prepared to file a tenant harassment lawsuit. The next day, the new owners wrote Client Z rent receipts for August, September, October, November, December, and January--they had finally accepted her rent and provided proof of their acceptance. Client Z has now some measure of security that she can continue living in her longtime home.

Optional Information on  
Collaboration with Other  
Advocacy Groups

n/a

**PSA: 7**



**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Contra Costa Senior Legal Services**

**Counties: Contra Costa**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

We are coordinating with the area Ombudsman Services organization to provide services to residents of board and care facilities. We are also working in collaboration with other senior care providers, the district attorney's office, and others on a county-wide project to provide services to victims of elder abuse.
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**PSA: 8**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Legal Aid Society of San Mateo County**

**Counties: San Mateo**

Optional Success  
Story(ies)/Case Summary(ies)

In 2014, Mr. W, A 92 year old widower, was sold a used car by a rental car company with a six year loan, plus a service contract, even though the care was still under manufacturer's warranty. The company failed to provide the proper disclosures regarding the contract. His daughter brought him to Legal Aid in August 2017 because he wasn't able to drive any longer and did not think the company should have sold him the car. Our consumer attorney wrote a letter to the company demanding a rescission of the sales contract to stop further payments and to obtain a refund for the payments made. After several months of negotiations, Mr. W received a refund of \$4,284, and the company wrote off the remainder of the loan in exchange for his returning the car.

Ms. M, a 73 year old immigrant living on her Social Security retirement benefits, was facing a reduction in her CalFresh (food stamps) benefits to \$15 after she started getting help to pay her rent. The amount of CalFresh one gets depends on one's countable income. However, the County Human Services Agency had counted too much of her income by not giving her a deduction for all the medical expenses she had. We helped her to appeal the CalFresh reduction and request the excess medical expense deduction. The County agreed and raised her CalFresh benefits.

Ms. J, a 68 year old widow, allowed her adult daughter Suzie\* to move into her home following Suzie's divorce. Suzie had struggled with alcoholism but Ms. J urged her to continue with recovery. Soon after, Suzie obtained custody of her daughter, an 18 year old with sever disabilities. Suzie had an accident lifting her daughter, and was prescribed pain medication. Soon thereafter, her alcoholism worsened and was exacerbated by the abuse of the pain medication. Suzie turned her anger on Ms. J. One day she snapped, and assaulted Ms. J. She struck Ms. J with her metal cane, and Ms. J suffered head trauma when Suzie pinner her down. Ms. J managed to escape the home and call the police. The police arrested Suzie for elder abuse, and contacted Adult Protective Services. The APS worker contacted Legal Aid's Senior Advocates attorney and set up an appointment for Ms. J. The attorney informed Ms. J of her rights and helped her obtain an Elder Abuse Temporary Restraining Order. With the help of the SPA worker, he gathered information about the concurrent criminal case, and had he San Mateo County sheriff serve Suzie with the TRO at her criminal hearing. Two weeks later, he represented Ms. J at her hearing to obtain a permanent restraining order. The judge granted the requested orders: that Suzie must move out of Ms. J's home, cannot contact her or abuse her in any way, and must stay 100 yards away from Ms. J at all times. Ms. J is feeling safe in her home, and the county is assisting her granddaughter to ensure she gets all the services she needs. \*Names have been changed.

Optional Information on  
Collaboration with Other  
Advocacy Groups

No new collaborative activity this quarter.

**PSA: 9**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Legal Assistance for Seniors**

**Counties: Alameda**

Optional Success  
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors represented the client in a elder abuse restraining order matter with residence exclusion against grandson.

Client is 88 year old living in her son's home with him and her two grandsons.

Respondent was believed to be selling drugs from the home, with many people coming in and out all hours of the night. He had clutter issues and clients son believed it was stolen because respondent did not work. Respondent had mental health issues and clients son had seen respondent with what he believed to be heroin. Respondent would cuss and call the client obscenities, and he threatened her son who also acts as her caregiver. The son contacted the self help of Alameda County. They referred the matter to LAS for a restraining order.

LAS attorney assisted in preparing and filing an elder abuse restraining order based on physical threats toward clients caregiver and fear she had of him.

LAS attended court with the client, and an interpreter, in an uncontested court decision in our clients favor. We obtained the move out as well.

Client was grateful for our assistance and feels relieved living in peace again.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

**PSA: 10**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Senior Adults Legal Assistance (SALA)**

**Counties: Santa Clara County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services  
For the 2nd quarter of 2017-18, SALA provided on-site legal service intake appointments at 24 senior centers or sites in Santa Clara County. These sites included: These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center temporarily located at Gardner Community Center during Alma's renovation (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Los Gatos Recreation Center, Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

**PSA: 11**

**Provider: Council for the Spanish Speaking**

**Counties: San Joaquin**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 12**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Catholic Charities Diocese of Stockton**

**Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu  
mes**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 13**

**Provider: Senior Citizens Legal Services**

**Counties: Santa Cruz County & San Benito County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 14**

**Provider: Central California Legal Services, Inc.**

**Counties: Fresno & Madera**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 15**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Central California Legal Services Inc.**

**Counties: Kings County**

Optional Success  
Story(ies)/Case Summary(ies)

On November 14, 2017, a Kings County senior was assisted by a CCLS pro bono attorney (from Fresno County) at CCLS' free Elder Law Clinic held at KCAO in Hanford, CA. The senior, who is monolingual Spanish and has terminal cancer, received free legal advice regarding estate planning and had their legal documents drafted for free by the volunteer attorney. CCLS legal support staff at the clinic provided Spanish language interpreting and translation services for the senior and volunteer attorney.

Optional Information on  
Collaboration with Other  
Advocacy Groups

On November 14, 2017, CCLS held a free Elder Law Clinic at the Kings Community Action Organization (KCAO) center in Hanford, CA. The free clinic educated and assisted Kings County seniors about legal issues commonly faced by the senior community. The information presented or made available to seniors and their families included elder abuse, Medi-Care/Health-Care, end-of-life decision making, and identity theft and tax scams. Additionally at this event, CCLS collaborated with a pro bono law firm in Fresno County to provide direct legal services to Kings County seniors in the area of estate planning and drafting power of attorney and will documents. (See client story above.)

**Provider: Central California Legal Services, Inc.**

**Counties: Tulare County**

Optional Success  
Story(ies)/Case Summary(ies)

A disabled low-income senior who received an unlawful detainer (eviction) notice from their landlord contacted CCLS for assistance. A CCLS housing attorney prepared and filed an Answer to the eviction lawsuit. The attorney also sent a demand letter to the landlord, which resulted in the unlawful detainer case being dismissed.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 16**

## **California Legal Services (Title III B)**

### **PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: California Indian Legal Services**

**Counties: Inyo & Mono**

Optional Success  
Story(ies)/Case Summary(ies)

As we now have an emphasis to focus of our services towards more legal and community education including referrals, we are currently planning out the community education presentations that will be held at separate various senior centers in Inyo and Mono counties for the upcoming quarters and provide continued distribution of recently updated referrals, legal education materials and self-help packets. The following is one client success story from direct legal services that were provided during the reporting period:

An 80 year old senior contacted us for assistance in updating her Advance Health Care Directive (AHCD) and Power of Attorney (POA) forms due to the recent death of her husband. This senior was frail and easily confused. Our staff took extra time and care to explain the updates needed, the process and to discuss what the client's options were. The client contacted our office several times with different family members to discuss her options. With the client's consent, our advocate staff arranged for a single meeting in our office with the client and all interested family members to provide an overview of the requested changes and available options. The meeting was very productive and the client executed her documents after the meeting. The client and her family were very grateful for the extra time and attention our staff provided.

During this quarter we received numerous requests for our AHCD and POA self-help packets as well as provided legal services to assist seniors in preparing and/or completing these important forms. The clients and other individuals were very appreciative of our assistance and self-help packets. This assistance helped many seniors to feel more at ease with the legal protections in place to protect them during medical emergencies.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 17**

**Provider: Senior Legal Services Project**

**Counties: San Luis Obispo**

Optional Success  
Story(ies)/Case Summary(ies)

Successfully helped evict a tenant from a senior's property. The tenant stopped paying rent so the senior could not pay the mortgage. In addition, the tenant's dog had attacked the senior multiple times. Went to Twin Cities Hospital to help 78 year old veteran prepare Durable Power of Attorney and Advance Health Care Directive before client was placed in a skilled nursing facility.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 18**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Grey Law of Ventura County**

**Counties: Ventura**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 19**

**Provider: Bet Tzedek**

**Counties: Los Angeles County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 20**



**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Inland Counties Legal Services, Inc.**

**Counties: San Bernardino**

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: 17E-7001693

A 74 year old monolingual Spanish speaking widow requested ICLS services regarding dental work she had done that had been done poorly and was painful. She was being billed \$3,000. The client stated that she was going to have the dental work done again by a different dentist but feels that she should not have to pay for work that she cannot use.

In March 2016 the client needed to replace her upper partial and lower dentures. She went to California Dental where she had been quoted an amount of \$3,000 for a new upper partial and lower dentures.

During her first visit she was told that she could make monthly payments. California Dental had her sign a contract to finance the \$3,000. The contract was written in English but California Dental claims that they verbally translated what it said to the client. According to the client, she was only told that she would be able to afford the monthly payments. She was approved for credit with Comenity Capital Bank who handles the "Lending Club Patient Solutions Credit Card". The client was also not told that the credit card would be charged the full amount before any work was done.

During 2016 and into January 2017 ICLS's client had three teeth extracted and she was measured for the partial and dentures three separate times; each time both the partial and the dentures did not fit her. When the third set did not fit, California Dental advised the client to meet with the technician who made them. An appointment would be scheduled and the client would be notified by the end of January 2017. When she did not hear back from California Dental and still was not able to use the partial or the dentures, but was still being charged; she contacted ICLS.

The advocate assisted the client by contacting Comenity Bank on her behalf and filed a complaint for Chargeback Rights. In July 2017 a written response was received by the advocate from Comenity Bank informing the client that Comenity Bank was not going to hold the client responsible for any amount. They were closing her account and the delinquency would be removed from her credit report within 45 days.

Case #2: 17E-7007697

The client is an 84 year old divorced, legally blind and very frail senior who requested ICLS's assistance regarding a contract that she had signed with Titanium Alarm Systems. Her vision had been deteriorating to the extent that she was considered legally blind and she had been waiting to have eye surgery since April or May of 2017.

She owns and lives in a mobile home; as a retired movie and TV actress she receives a pension from the Screen Actors Guild and Social Security. She stated that she had an alarm system that had been installed and was monitored from Safe home and she had been very happy with this service.

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

In June 2017 a salesman from Titanium Alarm Systems solicited her at her home claiming that Titanium Alarm Systems was better than Safe Home, that they offered more quality and more services. The client stated that he was so nice and very polite and she had no reason to doubt whatever he said. He ended up convincing her into canceling her alarm service with Safe Home and to sign a contract with Titanium. The same day Titanium's equipment was installed and all of Safe Home's equipment was uninstalled and removed.

About a week later the client called Safe Home to cancel their services and found out that she had a contract with Safe Home that could not be cancelled. She immediately called Titanium to let them know what had happened. They did not want to listen to her and gave her the runaround. When she told them to cancel her contract Titanium refused stating that it was too late and that if she cancelled she would be responsible for paying for the equipment as well as five years of monthly monitoring fees.

The ICLS advocate sent a letter to the president of Titanium Alarm Systems on the client's behalf. In early December a representative from Titanium personally went to the client's home and handed her a written notice stating that the contract had been cancelled and the account closed.

Case #3: 17E-8006714

ICLS's client was a 70 year old widow whose husband (now deceased) had purchased a savings bond in the 1050's. She needed information about how to cash the bond. She did not understand what she was being told by the financial institutions she had contacted.

The ICLS advocate researched what was needed to cash the bond and explained to the client exactly what she needed to do and where to send the completed documents in order to cash her bond.

Optional Information on  
Collaboration with Other  
Advocacy Groups

In-Kind Support to Title III-B Legal Services for Seniors  
Department on Aging & Adult Services  
(Hours not reported elsewhere in Quarterly Report)

99 In-Kind Case Hours  
0 In-Kind Supervision Hours (case related)  
0 In-Kind Outreach Hours  
0 In-Kind Community Education Hours

**PSA: 21**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Inland Counties Legal Services, Inc.**

**Counties: Riverside**

Optional Success  
Story(ies)/Case Summary(ies)

Case #1: 17E-4005692

The client, a 68 year old frail monolingual Spanish speaking woman who is a dual eligible Medi-Medi beneficiary. She came to ICLS because she was being billed by a hospital for the difference that Medicare/Medi-Cal did not cover for services provided to her in January 2017. She had provided the hospital with both her Medicare and Medi-Cal insurance cards when she was admitted. The hospital billed Medicare and Medi-Cal and received payment accordingly, which left a balance of \$382.19 which was now in collections.

The ICLS advocate agreed to represent the client and wrote a letter to the collection agency explaining that the "balance due" was illegal and their efforts to collect on the debt from the client were also illegal as she was a "dual eligible". Ultimately the collection agency responded stating that they would stop their attempts to collect the debt and would not report any debt to any credit reporting agency.

Case #2: 17E-4008359

The client is a 82 year old man, married and currently receiving \$920.00 per month in Social Security Retirement benefits. He came to ICLS because he wanted to apply for SSI Old Age benefits.

The advocate reviewed with him his social security notices and income verification print out. He was advised regarding the SSI Old Age benefits program eligibility requirements.

He was informed that he is not eligible for SSI Old Age benefits because his income is over the SSI income limits of \$895.72.

He was advised that his wife, who was receiving \$450.00 per month in Social Security Retirement benefits might be eligible to receive SSI since the maximum total income for a couple is \$1510.14 and their total income was below the program limit. He state that his wife did not want to apply for SSI.

He was also informed that he and his wife could apply for Cal-Fresh benefits. He and his wife would need to apply together since they share their food. He was not sure if he wants to apply for Cal-Fresh benefits at this time.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 22**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Legal Aid Society of Orange County**

**Counties: Orange**

Optional Success  
Story(ies)/Case Summary(ies)

1. Client is an 88 year old single woman. In April 5, 2017 client went in to upgrade her hearing aid with Beltone. She ended up purchasing a 2nd set through her insurance company, Blue Cross, which paid \$1600. The new hearing aid kept falling out of her ear so she returned them to the store on April 19, 2017. Apparently the original transaction was cancelled on that date and she was given 2 hearing aids as replacements. On May 15th or 16th one of her ears became extremely sore and on May 18th she had to go to Urgent Care and a right angle forcep was used to extract the soft plastic cone that had broken off of the hearing aid. The removal was extremely painful and client suffered pain for several days thereafter. Client was given a replacement by Beltone, but has continued to have difficulty hearing and wanted to try another set of hearing aid. However, Beltone put in a payment claim and client could not qualify under her insurance for a new set until an entire year has passed. SCLAP negotiated settlement with Beltone. Beltone agreed to replace the hearing aid with the top of the line hearing aid that costs much more, and client will not be liable for the additional charge. They will also give her a 4 year warranty and a 4 year policy against loss coverage and the hearing aid must be to client's satisfaction. Client called and stated that she received the hearing aid and is completely satisfied.

2. Client is a 62 year old female who worked for a large hotel chain as a bookkeeper from 11/2016 through 07/14/17 when she was abruptly fired. She was not given a reason for the termination. Client believed that she was terminated because she complained to her employer about another employee harassing her. The client filed for unemployment benefits and was denied because her employer claimed that she quit her job. SCLAP represented the client at the unemployment benefits appeals hearing on short notice. At the hearing, SCLAP proved that client did not quit but was fired without cause. Client received a fully favorable decision.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 23**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Elder Law & Advocacy**

**Counties: San Diego**

Optional Success  
Story(ies)/Case Summary(ies)

Case 1 - Client is an 88-year old frail woman who purchased a used 2005 Chevrolet Avalanche for her son. The vehicle had more than 146k miles on it. The dealership overcharged the client for the vehicle. The total cash price of the vehicle was listed as \$13,999. The Kelley blue book value for a similar vehicle in excellent condition has a trade-in range of over 4k to 6k. The dealership also pressured her to purchase other services, including exterior car coating and warranty and a service contract, driving the final price to over 18k. She paid 6k and financed the rest. After receiving the vehicle, her son took the car to three different repair shops. They found that the vehicle needed at least 7k worth of work to be safely drivable. The ELA attorney wrote a letter to the dealership's legal counsel. Dealership counsel agreed to take back the vehicle, refund the 6k, and pay off the financing.

Case 2 - A pipe burst causing water intrusion into client's apartment. This water intrusion led to the requirement of extensive repairs to client's kitchen to include removal and replacement of appliances, cabinets, counter top, sink, and dishwasher. Evidence of mold was also discovered which had to be treated. This repair work led to client's not having a functional kitchen for one month. Client felt that she was due a rent credit as a result of her not having an available kitchen for this period. The landlord did not offer any remuneration for this inconvenience due to their deeming client's being partially at fault as she did not immediately report the water intrusion. The Elder Law & Advocacy attorney wrote a letter to the landlord explaining that client had actually immediately reported this water intrusion and due to her not having access to her kitchen for one month, she was due compensation equal to one half of her monthly rent. The landlord agreed to this demand and gave client the credit that the attorney requested.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Not Applicable for this Quarter

**PSA: 24**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Elder Law & Advocacy**

**Counties: Imperial**

Optional Success  
Story(ies)/Case Summary(ies)

**Success Story #1:**

Our client, a 75 year old low-income man, began receiving countless notices regarding tax debt after the California Franchise Tax Board recorded a lien in the county due to a \$7000 tax bill under his name for a recent tax year. Client retired about 15 years ago, and had no idea how such tax debt arose. The ELA attorney contacted the FTB on Client's behalf, and discovered someone worked at a major retailer using Client's name and social security number. Thus, the ELA attorney assisted Client with completion of identity theft affidavits, which were submitted to the IRS and California FTB. The FTB lien was subsequently removed. Client was also a victim of Medicare identity fraud as someone used his Medicare card to receive medical services. He believes the identity theft may have been due to stolen mail from his residence several years ago, and he was advised on how to take steps to prevent future fraud from occurring again.

**Success Story #2:**

Our Client sought assistance at ELA after she began noticing her family members were making late payments on a loan she had agreed to put under her name. Several years ago, our Client agreed to purchase a travel trailer for her sister and brother in law, who reside in San Diego County. After the couple split, the payments were being made late due to the change in circumstances. Client has impeccable credit ratings and was extremely stressed out because she did not want her credit to suffer. She even made a couple of insurance and mortgage payments on her own to prevent late payments from appearing on her credit report. Luckily, Client had protected herself by having her sister and brother in law sign a promissory note. After reviewing all of Client's documentation, the ELA attorney drafted a letter of warning to Client's sister and brother in law, requesting they immediately comply with the terms of payment. Client was happy to report that after her sister and brother in law received the attorney's letter, they brought the account current right away. She followed up and stated the payments continue to be made timely. Client was grateful she did not need to resort to legal action, and was also able to preserve her stellar credit.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Not Applicable for this Quarter.

**PSA: 25**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Bet Tzedek**

**Counties: Los Angeles City**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 26**

**Provider: Legal Services of Northern California**

**Counties: Mendocino and Lake**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 27**

**Provider: Legal Aid of Sonoma County**

**Counties: Sonoma**

Optional Success  
Story(ies)/Case Summary(ies)

Philip, age 62, lives in Occidental. He came to the Sebastopol Senior Center because his license had been suspended. Philip was in a car accident on 10/30/17 and he reported to the officer that he had one eye. He had lost his other eye in an accident in Mexico in 1980 and this was his first accident. Nevertheless he received notice of suspension of his license for a visual impairment from the Driver Safety Branch of the DMV. Philip requested a hearing and asked that Legal Aid represent him at the hearing. On December 14, 2018 we appeared with Philip before the hearing officer, and gave Philip's testimony and exhibits. The hearing officer agreed Philip should have a chance to have his license reinstated and Philip is coordinating an appointment with the hearing officer so he can take a driver's test to get his license reinstated.

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 28**

**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

**Provider: Bay Area Legal Aid**

**Counties: Napa**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**Provider: Legal Services of Northern California**

**Counties: Solano County**

Optional Success  
Story(ies)/Case Summary(ies)

1. Client called our office after her Reasonable Accommodation re-certification was denied by the Housing Authority. As a result of the denial, the client's voucher size decreased and her rent increased. The client did still have a need for a live-in aide but her doctor accidentally filled out the Reasonable Accommodation paperwork incorrectly. Our office represented the client in an informal review with the Housing Authority. After the informal review the Housing Authority reversed their decision to deny the Reasonable Accommodation and reinstated the client's 2-bedroom voucher.

2. Over a year ago, Client came to our office because her housing provider had started counting her live-in aide's income in the client's rent calculation. Because of this, the client's rent had increased. Our office assisted the client with drafting a letter to the housing provider informing that HUD rules exclude this income from the rent calculation. The housing provider disagreed with our interpretation of the rules and refused to decrease the rent. In response, our office assisted the Client with filing a complaint to HUD. The complaint was eventually sent to the Department of Fair Employment and Housing (DFEH). Our office worked with DFEH to reach a settlement agreement with the housing provider. The housing provider agreed to stop including the live-in aide's income in the Client's rent calculation and also reimbursed over \$2000 in rent for the past year.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Continued collaboration with Ombudsman Services in Solano County and Senior Legal Hotline. Continued participation with community groups including: Solano Senior Coalition and Valley Senior Roundtable.

**PSA: 29**



**California Legal Services (Title III B)**  
**PSA Level Quarterly Narrative Report**

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Senior Legal Services**

**Counties: El Dorado County**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 30**

**Provider: Senior Advocacy Network**

**Counties: Stanislaus**

Optional Success  
Story(ies)/Case Summary(ies)

1. Successfully had monies reimbursed to senior citizen for implants that failed. Dentist placed 6 implants in mouth of 80 year old man; 4 came out and dentist refused to pay him back. After our law clerk wrote a compelling letter, the dentist returned his money to him.	2. Successfully worked with family members out of the area to obtain letter of incompetency so son could take charge of mother's trust. Mother had been taken in by Nigerian and Jamaican Scammers who told her she had won the lotto. Despite numerous visits by local police officials mother would say she would stop but then would go to bank to withdraw more money. She was scammed of over \$250,000. The family is filing a report with the FBI.
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 31**

**Provider: Central California Legal Services**

**Counties: Merced**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups

**PSA: 32**

## California Legal Services (Title III B)

### PSA Level Quarterly Narrative Report

Fiscal Year: 2017-2018

Quarter: 2

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success  
Story(ies)/Case Summary(ies)

#### Consumer Protection

Mr. and Mrs. Jackson (not their real names), age 82 and 77 live in a rural part of Monterey County. A solar panel sales person came to their house and talked them into an exorbitantly high (\$30,000) contract with financing costs doubling the price (to \$60,000) of the solar panels. Having second thoughts, the Jacksons asked to cancel the contract and get their (\$1,500) down payment back. The salesperson told our clients it was not possible to cancel the contract and return their money because it was already placed with another company that installs the solar panels. The Jacksons then contacted LSS for help.

LSS attorneys learned from the California State Contractors' Board that the salesperson was not licensed to sell solar panels, armed with this knowledge, we got our clients released from the contract and had the company return their entire down payment.

#### Retaliatory Eviction

When a landlord filed an \$8,000 retaliatory lawsuit against our senior, the 70-year-old senior came to us for help. Our client had asked her landlord to address a serious, unhealthy black mold growing in her home. The landlord did nothing. Our client's health began deteriorating, so our client asked him again to make repairs. Instead of doing the responsible thing - providing a "safe, clean, healthy environment" for his tenant - this landlord sued his 72-year-old tenant to force her to leave, stating he was not only going to throw her out of her home, but was going to keep her entire security deposit and sue her for an additional \$8,000.00.

This lawsuit, clearly a bullying tactic would have resulted in a default judgement against our unsophisticated client and been a black mark on our client's credit. Our client found out about Legal Services for Seniors from a friend (for whom we had prepared a Will). During our initial meeting, our client relayed these facts to us. Our attorney called the landlord, right then and there. Immediately, when the landlord found out this senior had an attorney on her side, he began to back track and change his story. Within days, the landlord had withdrawn his lawsuit, promised to not pursue further action against our client and, within days, began repairs to our client's apartment.

Optional Information on  
Collaboration with Other  
Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center, the Santa Cruz Senior Citizens Law Center, other agencies and organizations. With a recent Homeless Community grant from the Community Foundation of Monterey Grant for assistance, we have begun discussing legal assistance hours with the Gathering for Woman non-profit.

PSA: 33

***California Legal Services (Title III B)***  
***PSA Level Quarterly Narrative Report***

**Fiscal Year: 2017-2018**

**Quarter: 2**

---

**Provider: Greater Bakersfield Legal Assistance, Inc.      Counties: Kern**

Optional Success  
Story(ies)/Case Summary(ies)

Optional Information on  
Collaboration with Other  
Advocacy Groups